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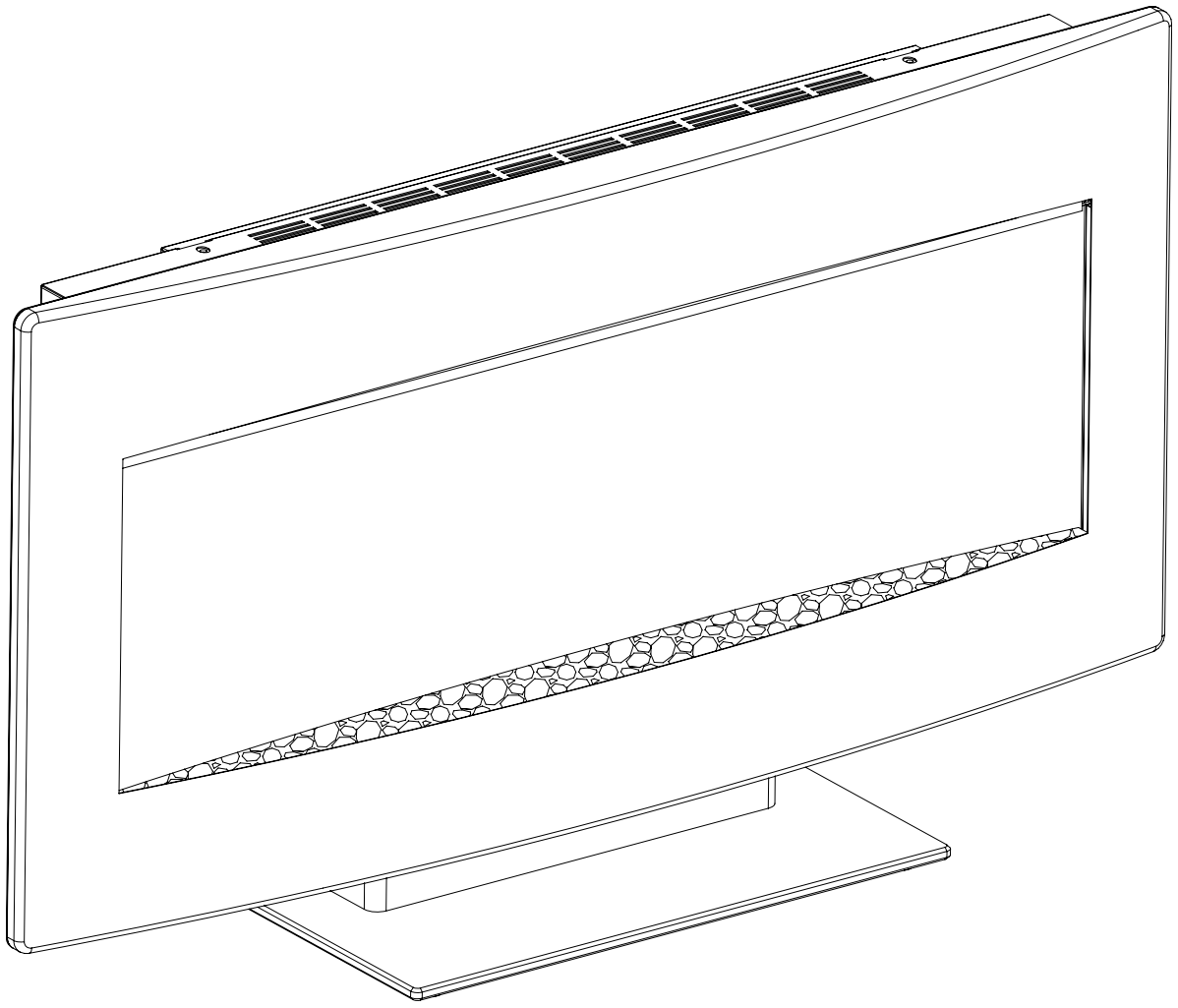
ITEM # 0385776

WALL HANGING ELECTRIC FIREPLACE

MODEL # 34HF600GRA

Français p.14

Español p.27



Questions, problems, missing parts? Before returning to your retailer, call our customer service department at 1-877-888-8225, 8 a.m. - 8 p.m., EST, Monday - Friday.

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PRODUCT SPECIFICATIONS

VOLTAGE	120 V, 60 Hz
AMPS	12.5 Amps
WATTS	1500 Watts

⚠ IMPORTANT INFORMATION

Please read and understand this entire manual before attempting to assemble, operate or install the product. If you have any question regarding the product, please call customer service at 1-877-888-8225, 9 a.m.-5 p.m., EST, Monday-Friday.

When using electrical appliances, always follow basic precautions to reduce the risk of fire, electrical shock, and injury to persons including the following:

1. Read all instructions before using this appliance.
2. This appliance is hot when in use. To avoid burns, do not touch hot surfaces with bare skin. If provided, use handles when moving this appliance. Keep combustible materials, such as furniture, pillows, bedding, papers, clothes and curtains at least 3 ft. from the front of this appliance.

⚠ **WARNING: In order to avoid overheating, do not cover the heater.**

⚠ **WARNING:** Use extreme caution when operating heater near children and the disabled.

3. The appliance is not to be used by children or persons with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction.
4. This appliance is not a toy. Supervise children playing near it.
5. If possible, always unplug this appliance when not in use.
6. Do not operate any heater with a damaged cord or plug, after the appliance malfunctions, or if it has been dropped or damaged in any manner.
7. If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.
8. Only a qualified service person should repair this product.
9. Under no circumstances should this fireplace be modified. Parts having to be removed for servicing must be replaced prior to operating this fireplace again.
10. Do not use outdoors.
11. This heater is not intended for use in bathrooms, laundry areas and similar indoor locations. Never locate this appliance where it may fall into a bathtub or other water container.
12. Do not run cord under carpeting. Do not cover cord with throw rugs, runners or the like. Arrange cord away from traffic areas and where it will not be tripped over.
13. To disconnect this appliance, turn controls to the off position, and then remove plug from outlet.
14. Connect to properly grounded outlets only.
15. This appliance, when installed, must be electrically grounded in accordance with local codes or, in the absence of local codes, with the current CSA C22.1 Canadian Electrical Code or for U.S.A. installations, follow local codes and the National Electrical Code, ANSI/NFPA NO.70.
16. The heater must not be located immediately below a socket-outlet.
17. Do not insert or allow foreign objects to enter any ventilation or exhaust opening as this may cause an electric shock or fire, or damage the appliance.
18. To prevent a possible fire, do not block air intakes or exhaust in any manner. Do not use on soft surfaces, like a bed, where opening may become blocked.
19. This appliance has hot and arcing or sparking parts inside. Do not use it in areas where gasoline, paint or flammable liquids are used or stored. This fireplace should not be used as a drying rack for clothing. Do not hang Christmas stockings or other decorations on or near this product.
20. Use this appliance only as described in the manual. Any other use not recommended by the manufacturer may cause fire, electric shock or injury to persons.
21. There is a thermostat limiter inside the heater. When the inner temperature overheating or abnormal heating occurs, the thermostat protective device will cutoff the power supply to avoid damage to the fireplace or risk of fire.

IMPORTANT INFORMATION

22. Avoid the use of an extension cord because the extension cord may overheat and cause risk of fire. However, if you have to use an extension cord, the cord must be No.14 AWG minimum size and rated not less than 1875 watts. The extension cord must be a three-wire cord with grounding type plug and cord connection. The extension cord shall not be more than 20 ft. in length.

23. See directions in Figure 1. This heater is for use on 120 volts. The cord has a plug as shown in figure 1. See Figure 1 for grounding instruction. An adapter as shown at C is available for connecting three-blade grounding type plugs to two-slot receptacles. The green grounding plug extending from the adapter must be connected to a permanent ground such as a properly gounnded outlet box. The adapter should not be used if a three-slot grounded receptacle is available.

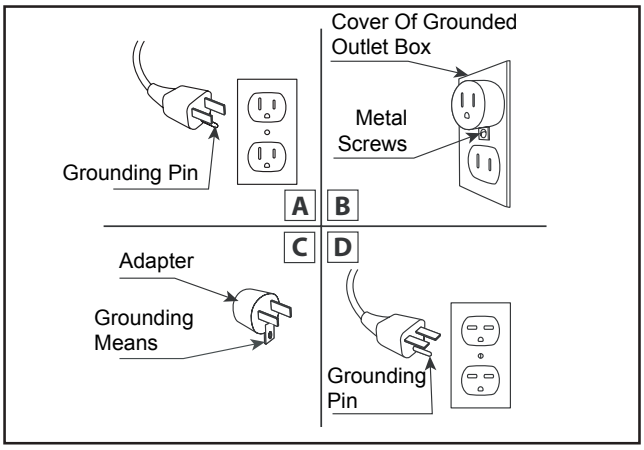
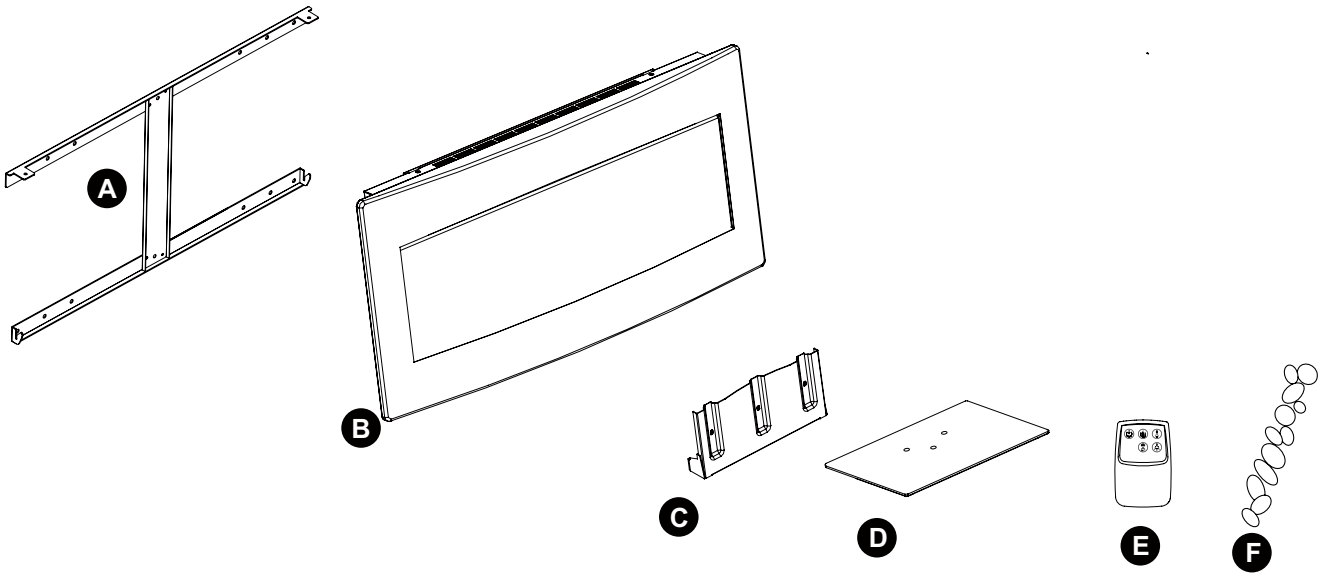


Fig. 1

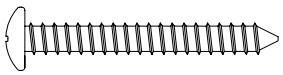
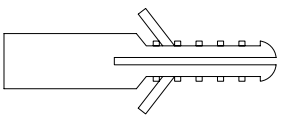
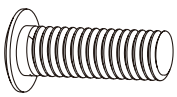
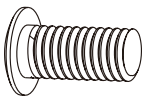
SAVE THESE INSTRUCTIONS

PACKAGE CONTENTS



Part	Description	Quantity
A	Mounting Bracket	1
B	Wall Hanging Fireplace	1
C	Bottom Bracket	1
D	Bottom Base	1
E	Remote Control	1
F	Rocks	1

HARDWARE CONTENTS

Part	Description	Quantity	Picture (Shown to size)
AA	Screw 0.2 in. x 1.5 in.	4	
BB	Wall Plug 0.3 in. x 1.5 in.	4	
CC	Screw 1/4 in. x 0.7 in.	4	
DD	Screw 1/4 in. x 0.5 in.	1	

PREPARATION

Before beginning installation of product, make sure all parts are present. Compare parts with package contents list and diagram above. If any part is missing or damaged, do not attempt to assemble, install or operate the product. Contact customer service for replacement parts.

Estimated Assembly Time: 15 minutes
Tools Required for Assembly (not included): Phillips screwdriver, Drill, Hammer

WARNING! Do not use this electric fireplace if any part has been under water. Immediately call a qualified service technician to inspect and to replace any part of the electrical system if necessary. Keep plastic wrapping away from children.

- Open the packaging carefully and remove the foam.
- Remove and discard the plastic bag.
- Be responsible when handling the packing materials.
- Keep the original packaging for future transport and/or storage.
- Check that all accessories are removed before you discard the packing.

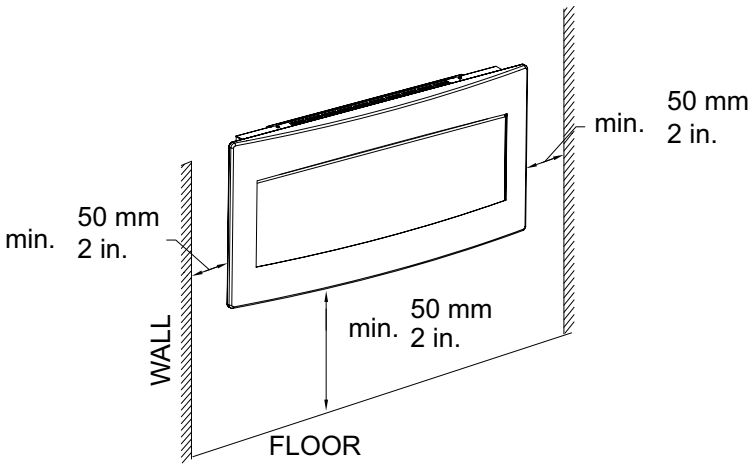
LOCATING YOUR ELECTRIC FIREPLACE

Your new electric fireplace may be installed virtually anywhere in your home. However, when choosing a location ensure that the general instructions are followed. For best results, install out of direct sunlight. Power supply service must be either completed or placed within the electric fireplace prior to finishing to avoid reconstruction.

WARNING: Keep drapery and other furnishings at least 3 ft. from the front and sides of the electric fireplace.

Clearance to combustibles

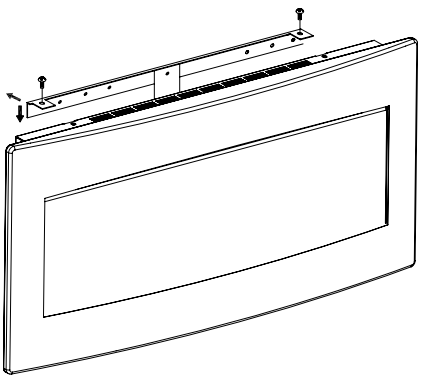
Sides ….....2 in.
Floor ..... 2 in.
Top .....2 in.
Back .....0 in.



INSTALLATION INSTRUCTIONS

1. Remove mounting bracket (A) from back of Fireplace (B) by removing the two screws at the top back of the unit. Choose a solid wall surface to attach the mounting bracket (A). Position the mounting bracket (A) in the desired location and mark the four holes with a pencil (Fig. 1).

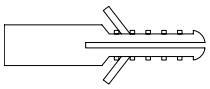
Fig. 1



2. Drill 4 holes (∮ 0.32 in) in the wall. Insert the wall anchors (BB) into the holes using a hammer. (Fig. 2)

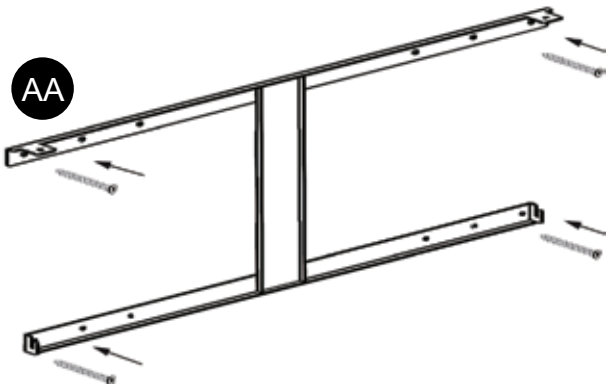
Fig. 2

Hardware Used

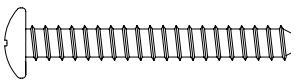
BB Wall Plug 0.3 in. x 1.5 in.  x 4

3. Attach the mounting bracket (A) to the wall fastening the 4 screws (AA) into the wall anchors (Fig. 3).

Fig. 3

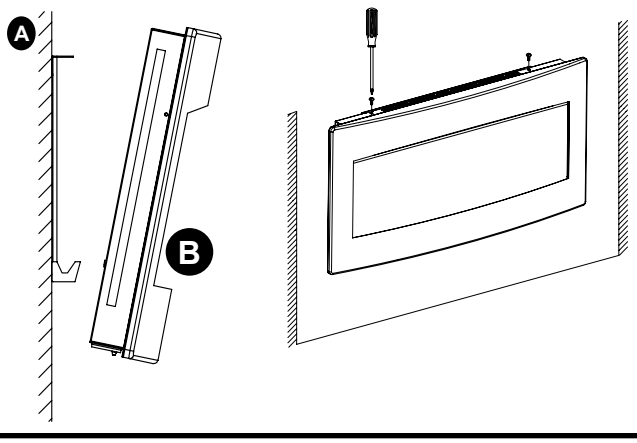


Hardware Used

AA Screw 0.2 in. x 1.5 in.  x 4

4. Hang the wall hanging fireplace (B) on the hooks at bottom and push the wall hanging fireplace (B) into mounting bracket (A). Re-fasten the two screws removed in Step 1.(Fig. 4)

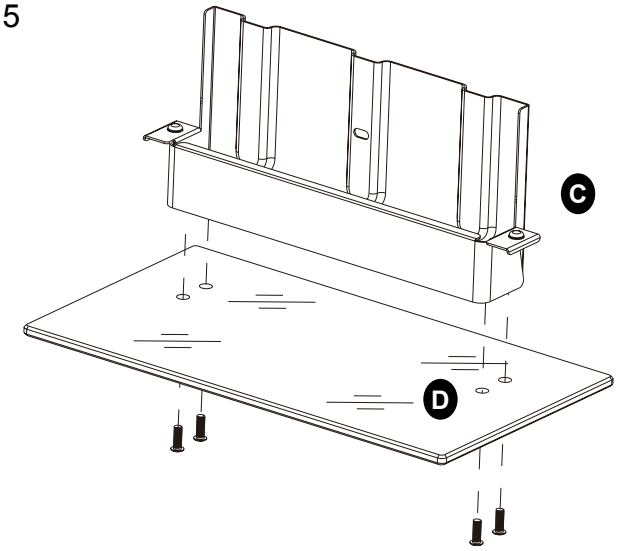
Fig. 4



STAND BASE INSTALLATION INSTRUCTIONS

1. Use 4 screws to fasten the stand (C) to the stand base (D.) (Fig. 5)

Fig. 5

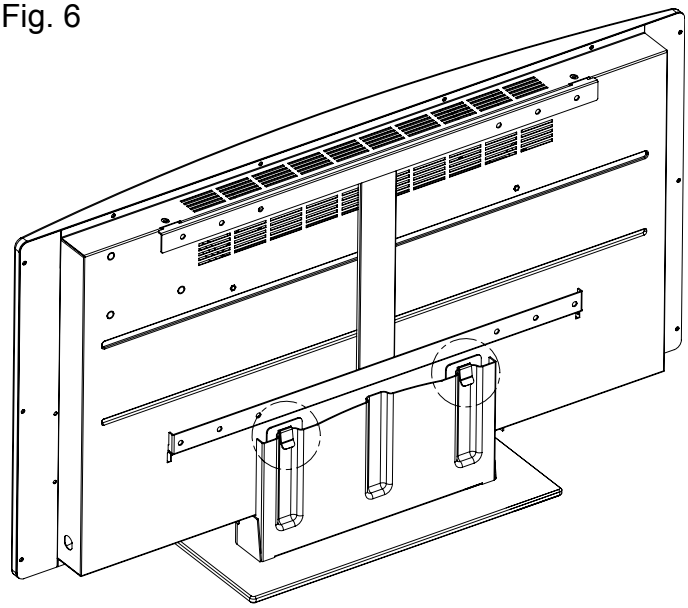


CC Screw
1/4 in. x 0.7 in.

x 4

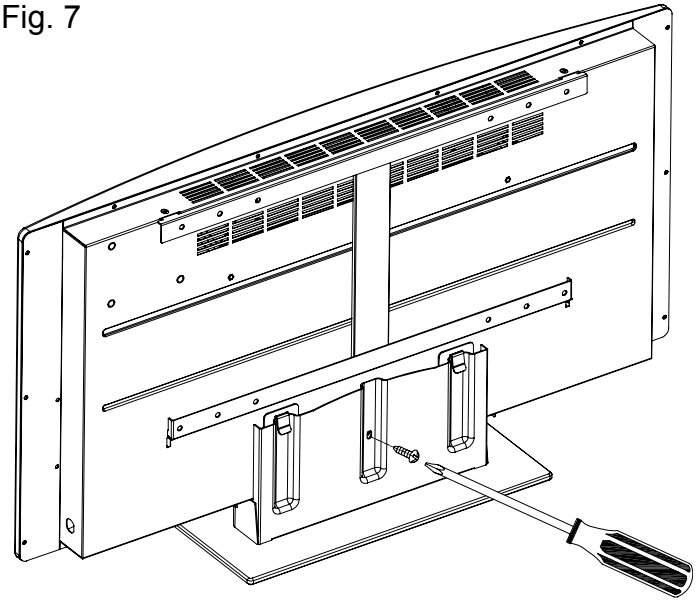
2. Mount main body to the stand base (Fig. 6).

Fig. 6

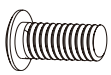


3. Insert the stand bracket to the main body and fasten with 1 screw. (Fig. 6)

Fig. 7



DD Screw
1/4 in. x 0.5 in.



x 1

Cold climate installation recommendation: When installing this unit against a non-insulated exterior wall or chase, the outer walls must be insulated to conform to applicable insulation codes.

ELECTRICAL CONNECTION

A 15 AMP, 120 Volt, 60 Hz circuit with a properly grounded outlet is required. Preferably, the fireplace will be on a dedicated circuit as other appliances on the same circuit may cause the circuit breaker to trip or the fuse to blow when the heater is in operation. The unit comes standard with 6 ft. three-prong cord, exiting from the rear of the fireplace. Plan the installation to avoid the use of an extension cord. If an extension cord must be used, it must be a minimum 14 AWG, three wire with grounding type plug connector and rated not less than 1875 watts. The cord shall not be more than 20 ft. in length.

OPERATING INSTRUCTIONS

This appliance can be operated by both remote control and manual button. Once the unit has been properly connected to an earthed electrical outlet, turn on the main power switch located on the left hand side of the appliance. A beep should be heard when the power is first applied.

CAUTION! The unit power cord must be connected to a properly grounded and protected 120V outlet. Always use ground fault protection where required by the electrical code. Do not operate the unit if it is damaged or has malfunctioned. If you suspect the unit is damaged, please call a qualified service technician to inspect and to replace any part of the electrical system if necessary.

NOTE: To use both remote control and manual functions, the main power switch must be in "ON" position.

- POWER

The POWER button supplies power to all of the functions of the fireplace. The POWER button will put the insert in a standby mode. This will turn off all functions at once but will hold the settings in the memory. By pressing the POWER button again the unit will turn on at the same settings.

NOTE: Holding the POWER button on the control panel for 10 second will disable the heater function.

- FLAME

Each time the flame button is pressed, the intensity of the flame decreases. There are 6 brightness levels you can cycle through and the OFF setting.

- HEATER

Your fireplace consists of a fan forced wire element type heater. The thermostat setting range is 62°F - 82°F or 17°C - 27°C or always ON.
This button on the remote control only turns ON and OFF heater function.

NOTE: To change between °F and °C press and hold the HEATER button on the control panel for 10 seconds.

- TIMER

Press the TIMER button will cycle through the 10 timer settings (30 minutes, 1 Hour, 2H, 3H, 4H, 5H, 6H, 7H, 8H and 9H) and the OFF setting.

- BACKLIGHT

Press the backlight button will turn on and off backlight effects.

NOTE: This equipment has been tested and found to comply with the limits for Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:
(1) This device may not cause harmful interference, and
(2) this device must accept any interference received, including interference that may cause undesired operation.

Modifications not approved by the party responsible for compliance could void user's authority to operate the equipment.

This Class B digital apparatus complies with Canadian ICES-003.

Note: please operate remote transmitter at a slow measured pace. Press the remote control buttons with an even motion and gentle pressure. Repeatedly pressing buttons in rapid succession may cause the transmitter to Malfunction.

REPLACING THE REMOTE CONTROL BATTERY

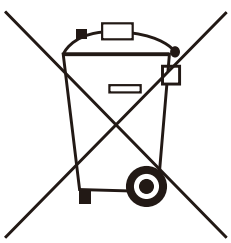
When the remote control stops operating or its range seems reduced, it is time to replace the batteries with new ones. Remove the batteries if the remote control won't be used for a long period of time.

1. The battery compartment is located on the back end of the remote.
2. Press the small tab inward as you slide the battery door open and remove the old batteries.
3. Replace with (2) AAA batteries (not included), making sure the + and - sides of the battery match the inside of the battery compartment.
4. Replace the battery door.

Note: Do not mix old and new batteries.
Do not mix alkaline, standard (carbonzinc), or rechargeable (nicad, nimh, etc) batteries.

DISPOSAL OF USED BATTERIES

Batteries may contain hazardous substances which could be endangering to the enviroment and to human health.



This symbol marked on the battery and/or packaging indicates that used battery shall not be treated as municipal waste. Instead it shall be left at the appropriate collection point for recycling.

By ensuring used batteries are disposed of correctly, you will help to prevent potential negative consequences for the environment and human health. The recycling of materials will help to conserve natural resources.

For more information about collection and recycling of used batteries, please contact your local municipality or your waste disposal service.

CARE AND MAINTENANCE

CLEARANCE TO COMBUSTIBLES

Keep electrical cords, drapery, furniture and other combustibles at least 3 ft. from the front of the heater and away from the sides.

CLEANING TRIM

Clean the metal trim using a soft cloth, slightly dampened with a citrus oil-based product and buff with a clean soft cloth. Do not use brass polish or household cleaners as these products will damage the metal trim. Citrus oil-based products can be obtained at supermarkets or hardware stores.

WARNING: Make sure the power is turned off before proceeding. Any electrical repairs or rewiring of this unit should be carried out by a licensed electrician in accordance with national and local codes.

If repairing or replacing any electrical component or wiring, the original wire routing, color coding and securing locations must be followed.

WARNING: Electrical outlet wiring must comply with local building codes and other applicable regulations to reduce the risk of fire, electrical shock and injury to persons.

WARNING: Do not use this fireplace if any part of it has been under water. Immediately call a qualified service technician to inspect the fireplace and replace any part of the electrical system.

WARNING: Disconnect power before attempting any maintenance or cleaning to reduce the risk of fire, electrical shock or personal injury.

WARNING: During any service of this appliance, the power to the unit must be turned off. First turn the main power switch to the OFF position. Then remove the electrical plug from the wall outlet.

TROUBLESHOOTING

PROBLEM	POSSIBLE CAUSE	CORRECTIVE ACTION
No power.	Power cord was not plugged in the outlet.	Check that unit is plugged into a standard 120V outlet.
Main power switch is in “ON” position, but no flame effect.	Spinner motor doesn’t work.	Open the front panel and place in a safe position, and check if the spinner motor was working.
Have flame effect, but heater does not blow warm air.	Heater or blower doesn’t work.	Try to turn on/off heater button several times to make sure it is at “ON” position, and the indicator light should light up at the same time.
Heater doesn’t work, but power and heater switches are in the “ON” position.	The product is on the protected status.	Turn all switches to the “OFF” position and unplug the unit from the wall outlet for 5 minutes. After 5 minutes plug the unit back into wall outlet, and operate as normal.

1-YEAR LIMITED WARRANTY

The manufacturer warrants that your new electric fireplace is free from manufacturing and material defects for a period of one year from date of purchase, subject to the following conditions and limitations.

1. Install and operate this electric fireplace in accordance with the installation and operating instructions furnished with the product at all times. Any unauthorized repair, alteration, willful abuse, accident, or misuse of the product shall nullify this warranty.
2. This warranty is non-transferable and is made to the original owner, provided that the purchase was made through an authorized supplier of the product.
3. The warranty is limited to the repair or replacement of part(s) found to be defective in material or workmanship, provided that such part(s) have been subjected to normal conditions of use and service, after said defect is confirmed by the manufacturer's inspection.
4. The manufacturer may, at its discretion, fully discharge all obligations with respect to this warranty by refunding the wholesale price of the defective part(s).
5. Any installation, labor, construction, transportation, or other related costs/expenses arising from defective part(s), repair, replacement, or otherwise of same, will not be covered by this warranty, nor shall the manufacturer assume responsibility for same.
6. The owner/user assumes all other risks, if any, including the risk of any direct, indirect or consequential loss or damage arising out of the use, or inability to use the product, except as provided by law.
7. All other warranties – expressed or implied –with respect to the product, its components and accessories, or any obligations/liabilities on the part of the manufacturer are hereby expressly excluded.
8. The manufacturer neither assumes, nor authorizes any third party to assume, on its behalf, any other liabilities with respect to the sale of the product.
9. The warranties as outlined within this document do not apply to non accessories used in conjunction with the installation of this product.

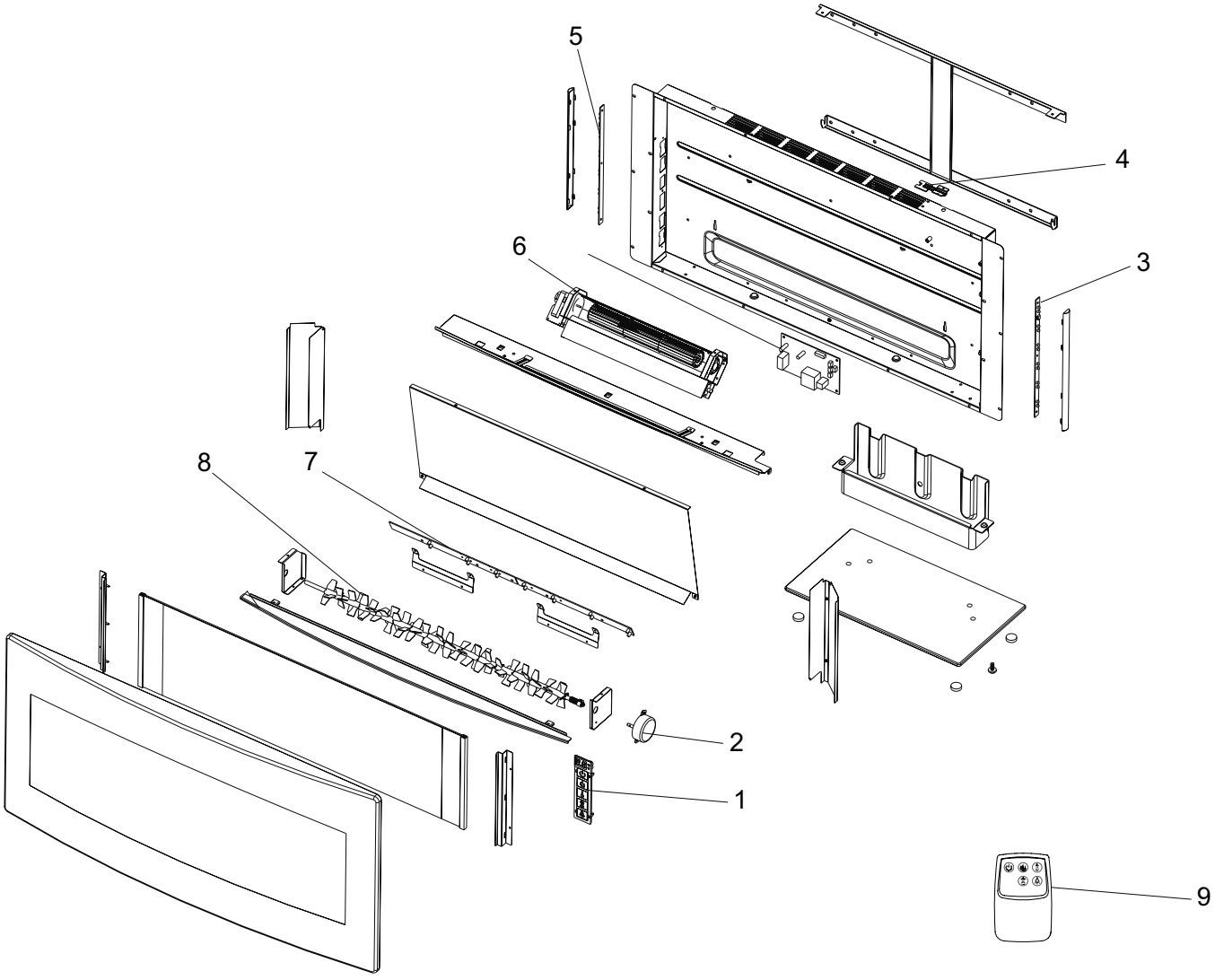
This warranty is void if:

a. The fireplace is subjected to prolonged periods of dampness or condensation.
b. There is any unauthorized alteration, willful abuse, accident, or misuse of the product.
c. You do not have the original receipt of purchase.

IF WARRANTY SERVICE IS NEEDED

Contact the manufacturer at www.twinstarhome.com or call our customer service department at 1-877-888-8225, 9 a.m.-5 p.m., EST, Monday-Friday. Make sure you have your warranty, your sales receipt, location of purchase and the model/serial number of your product.

REPLACEMENT PARTS LIST AND EXPLODED VIEW

For replacement parts, call our customer service department at 1-877-888-8225,
9 a.m.-5 p.m., EST, Monday-Friday.

I.D. No.	Description	Part No.	Qty
1	Control Panel 5 Buttons	Y12-S84-P85	1
2	Spinner Motor	P10-Q	1
3	Right Backlight PCBA	Y12-S84-P49R	1
4	Thermostat Sensor	34HF-NTC	1
5	Left Backlight PCBA	Y12-S84-P49L	1
6	Blower/Heater Assembly	Y07-C26-P01	1
7	Flame PCBA	Y12-S84-P40	1
8	Flame Generator/ Spinner	Y12-S84-P11	1
9	Remote Control - 5 Buttons	P91	1